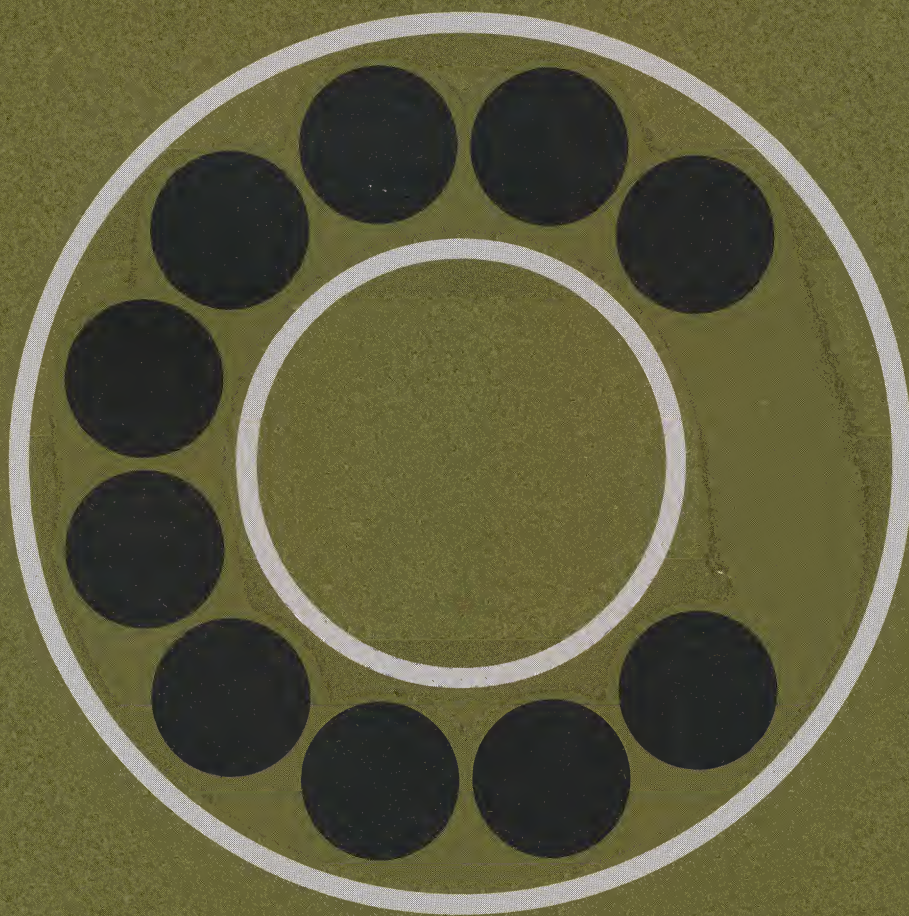


**TEL-A-DEX®**

VERSATILITY IN AIR TERMINAL COMMUNICATIONS







TEL-A-DEX Corporation now offers a new, time-tested public service information system that provides prompt, accurate and courteous answers for your passengers.

## Everyone knows how to use it...

...as a passenger service information system TEL-A-DEX works just like a dial telephone. The traveler finds his question on a selection panel, dials a three-digit number and immediately gets the right answer. Storage capacity is 256 messages, sufficient for responses to all repetitive questions asked in typical terminal information situations. Recording the messages is just as simple. The system operator dials the number wanted from his control console, sets a switch to erase the old message, then speaks normally into a microphone to record the new message. TEL-A-DEX is all ready for use again.

### All TEL-A-DEX Systems...

...include the basic components of control console and microphone to record messages—and a magnetic tape unit to search and play back these messages. These basic components are combined with various means for making inquiries to complete the system. Some examples of these inquiry devices are the selection panel with mounted dial and speaker, selection panel and telephone handset, and a public address control unit.

### Airline, Railroad and Bus Terminals

This TEL-A-DEX configuration provides personalized information for the public, covering arrival and departure times, weather conditions, gates in use, and other details of operation. There are many advantages for both the operator and user with this application of TEL-A-DEX:

Passengers need not wait in line at peak periods to get information.

Several inquiry stations can be used, installed in locations most convenient for passengers, i.e., baggage area, departure gates, lounges and restaurant facilities.

Reservation agents are no longer bothered by repetitive questions—such questions are answered automatically, accurately, and courteously.

Reservation agents are enabled to provide better customer service.

Provides unattended service 24 hours per day.

Selection panel displays—and the problems of keeping them up to date—are eliminated.

Entire system cost averages less than one-tenth of a cent per message.

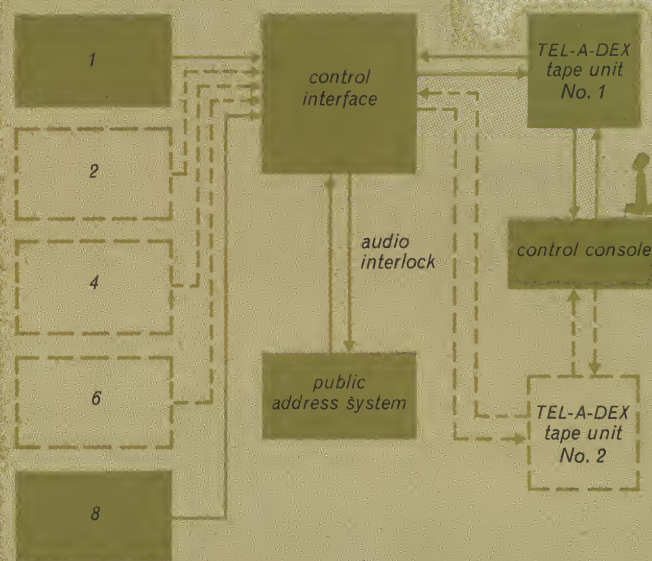
### International Airline Terminals and Shipping Ports

...TEL-A-DEX serves the same basic purposes in terminals where travel is largely international. However, it also offers an added advantage for foreign travelers—TEL-A-DEX can speak any language. Messages can be recorded in any language required, and an answer that is frequently requested can be made available in all languages necessary to offer full service to the users of a particular installation.

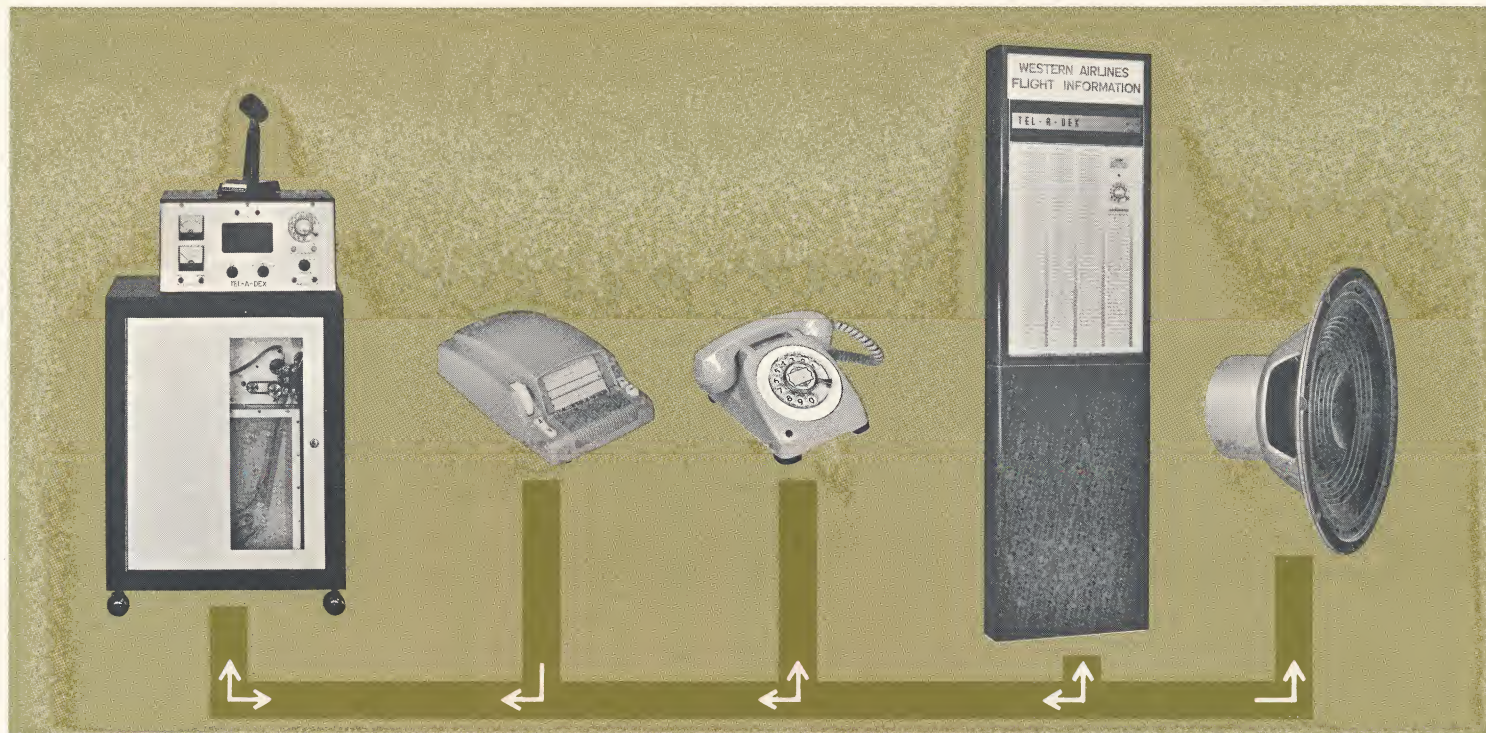
### Prerecorded Announcement System

Components needed for this type of installation are the control console, one or two tape storage units, a control interface, and the necessary number of remote stations. With this equipment, an operator can construct a wide variety of messages...be prepared for almost any occurrence with an automatic announcement.

automatic dialing remote stations  
(standard system includes up to eight stations)







Tape Unit, Control Console & Microphone

Public Address Control Unit

Telephone Handset

Selection Panel

Speaker

At an airline terminal, for example, one tape unit could be used to store flight numbers and destinations—a second tape unit would be programmed with gate numbers and arrival and departure remarks on a portion of the tape. This combination of two tape units permits an announcement system with a capacity for several thousand prerecorded messages. It also enables a gate agent to announce arrival and departure information from any gate—automatically with the pressing of a button. This application is especially well-adapted to situations where it is necessary to have announcements made in several languages. The tapes can be recorded in advance by a linguist...then played as required by any operator.

#### **In-Terminal Telephone Access System**

This application of TEL-A-DEX provides a means for anyone within the corporate organization to have access to stored information through the internal telephone system. Flight, operations, and maintenance personnel, for example—all are provided with a central information center insuring management that correct information is being disseminated throughout the organization. In addition, arrangements can be made for incoming calls to be switched to the TEL-A-DEX system. This added advantage would permit personnel away from the terminal to obtain the latest information pertinent to each individual operation.

The only components required for this application are those of the standard TEL-A-DEX system. Additional equipment for direct access from outside

telephones depends on the degree of automation wanted. The system may be made available through either a PBX operator or a Centrex installation.

#### **System Options**

The standard TEL-A-DEX system includes the tape transport and playback unit, the control console and microphone, and a selection panel with mounted telephone dial or a selection panel and telephone handset. The following options are available with all standard systems:

- Color and material of selection panel
- Message length—from eight seconds to three minutes for 256 messages to 16 messages
- Simultaneous erase and record
- Parallel play (an answer to an inquiry dialed at one station can be heard at all stations)
- Illuminated customer identification panels

#### **How to order your TEL-A-DEX System...**

...Simply write or telephone your nearest TEL-A-DEX representative. He will be glad to assist you in solving your passenger information service problems. Either lease or sale arrangements can be made, with service facilities throughout the United States. Nominal monthly leasing rates include routine service and normal maintenance.

#### **You're Invited...**

...to get more detailed information on these applications or to find out how the versatile TEL-A-DEX information system can be set up to serve your special passenger information needs...





Please call your local TEL-A-DEX representative or write:

**TEL-A-DEX CORPORATION**

600 East Bonita Avenue  
Pomona, California 91767

TEL-A-DEX CORPORATION is a wholly-owned subsidiary of Consolidated Systems Corporation, an associate company of Allis-Chalmers and Bell & Howell.



## COMPUTER-CONTROLLED VOICE ALARM

TEL-A-DEX Corporation now offers a simple method of using the most effective means possible for notifying a process control system operator of alarm conditions—the human voice.

By linking TEL-A-DEX to existing process control systems, alarm printers and annunciator panels can be supplemented or replaced. Instead of a coded message that requires interpretation by the operator, TEL-A-DEX supplies a clear, immediate warning of alarm conditions and then issues proper corrective instructions.

TEL-A-DEX voice-alarm annunciator systems are compatible with all process control computers.

**Description:** The TEL-A-DEX system includes the basic components of control console and microphone to record messages, and a magnetic tape unit to search and play back these messages. The system is interfaced to the computer by a set of eight output contacts available on the computer. Off-limit and alarm conditions are pre-programmed in a table in computer memory.

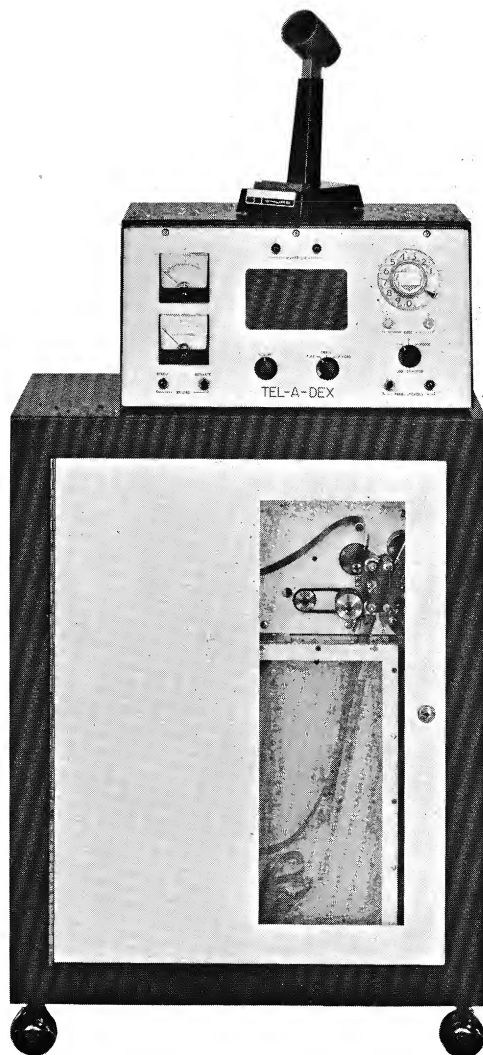
Three operational conditions are involved: Standby, address transfer, and read message. Except during the brief periods of address transfer, the TEL-A-DEX system is isolated from the control system.

In standby condition, all output relays are reset (address 000 is not a message) and an open contact in TEL-A-DEX indicates that the system is not in use. Address transfer is initiated when an alarm condition occurs. An eight-bit code designating the message required is output by the computer. This code selects the eight output relays associated with TEL-A-DEX, and these in turn pick the address relays. In the read message state, the computer resets the output relays and triggers a one-shot relay in the interface circuit to initiate tape search and playback. The message is searched in less than 3½ seconds. When the message has been played, the system returns to standby condition. If off-normal points occur at a rate greater than the handling capacity of the TEL-A-DEX system, a computer program stores each set of data and releases the corresponding messages in order of occurrence.

**Application:** A recent TEL-A-DEX installation provides pre-recorded voice-warnings of alarm conditions to the operator of a computer-controlled power generating station. The system uses a digital computer as a central control unit to perform off-normal and limit tests on various inputs from the generating equipment.

**Features:** Any type of message—announcement or detailed instruction to suit the user's convenience—can be recorded, simply by dialing a tape address and speaking into the microphone. In the same way, messages can be altered to fit changing requirements. Up to 255 separate messages can be recorded on magnetic tape with ten seconds allowed for each message. Longer or shorter message lengths are available.

Integration of TEL-A-DEX into a process control system offers:  
*Positive, machine interpretation of alarm signals aids in eliminating possible operator error | No interference with normal operation | Saving of critical time in emergencies | Simplicity of programming.*



#### Specifications:

**Inputs:** On-Line (from computer): eight form-A contact closures  
Off-Line: control console telephone dial of three digits

**Outputs:** Sufficient to drive a speaker when used in a public environment

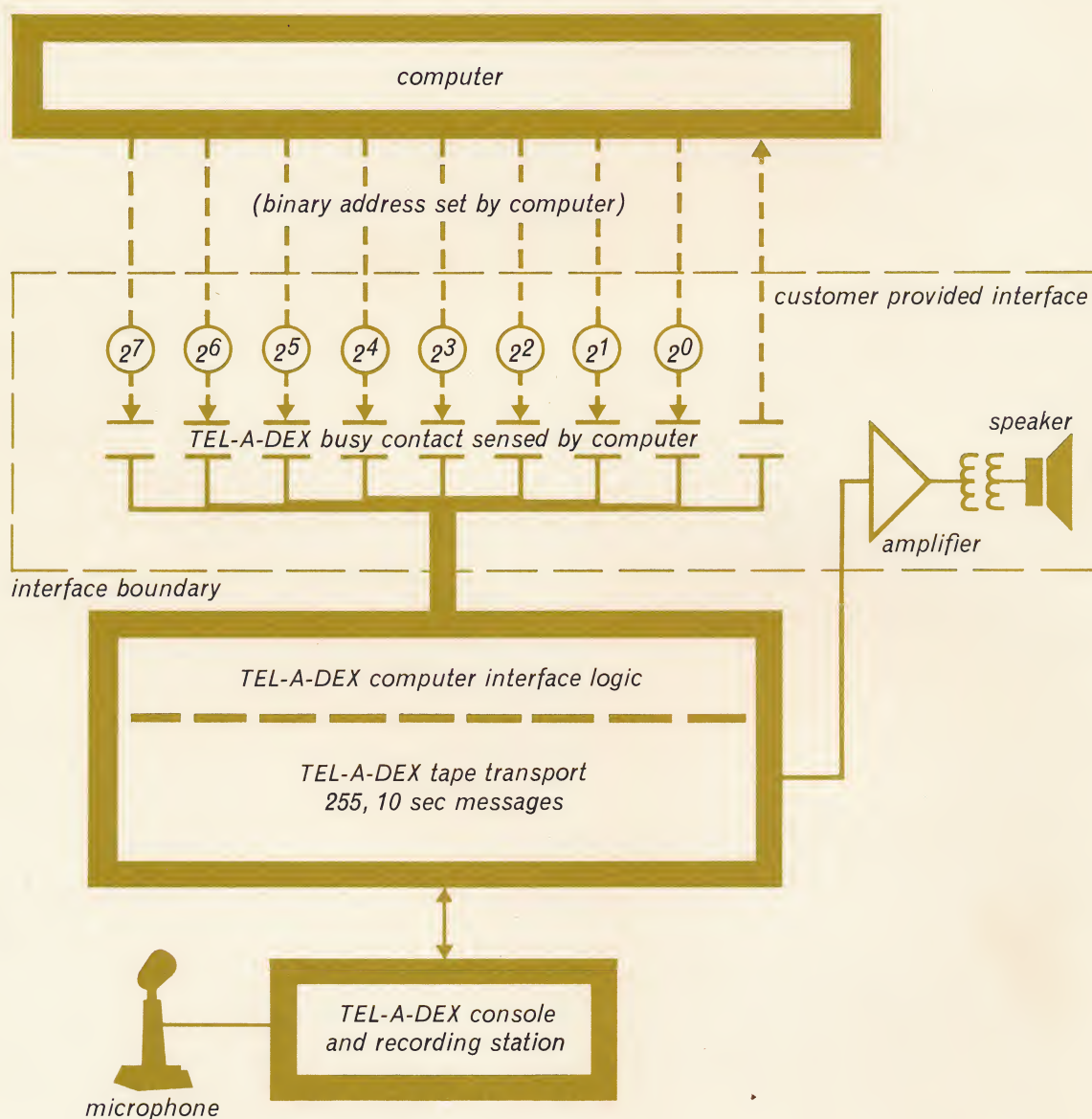
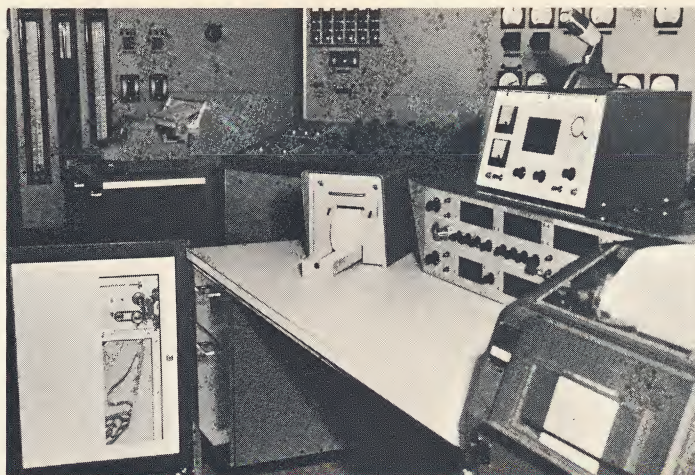
**Messages:** 255 maximum, ten seconds each

**Duty Cycle:** Continuous-unattended

**Access Time:** 3.5 seconds maximum

**Power:** 117 VAC, 60 cps, single phase  
Power consumption approximately 250 watts

**Dimensions:** Tape unit: 23" wide, 29" high, and 12" deep  
Control Console: 17" wide, 9" high, and 10" deep



Please call your local TEL-A-DEX representative or write:

**TEL-A-DEX CORPORATION**

1500 South Shamrock Avenue  
Monrovia, California

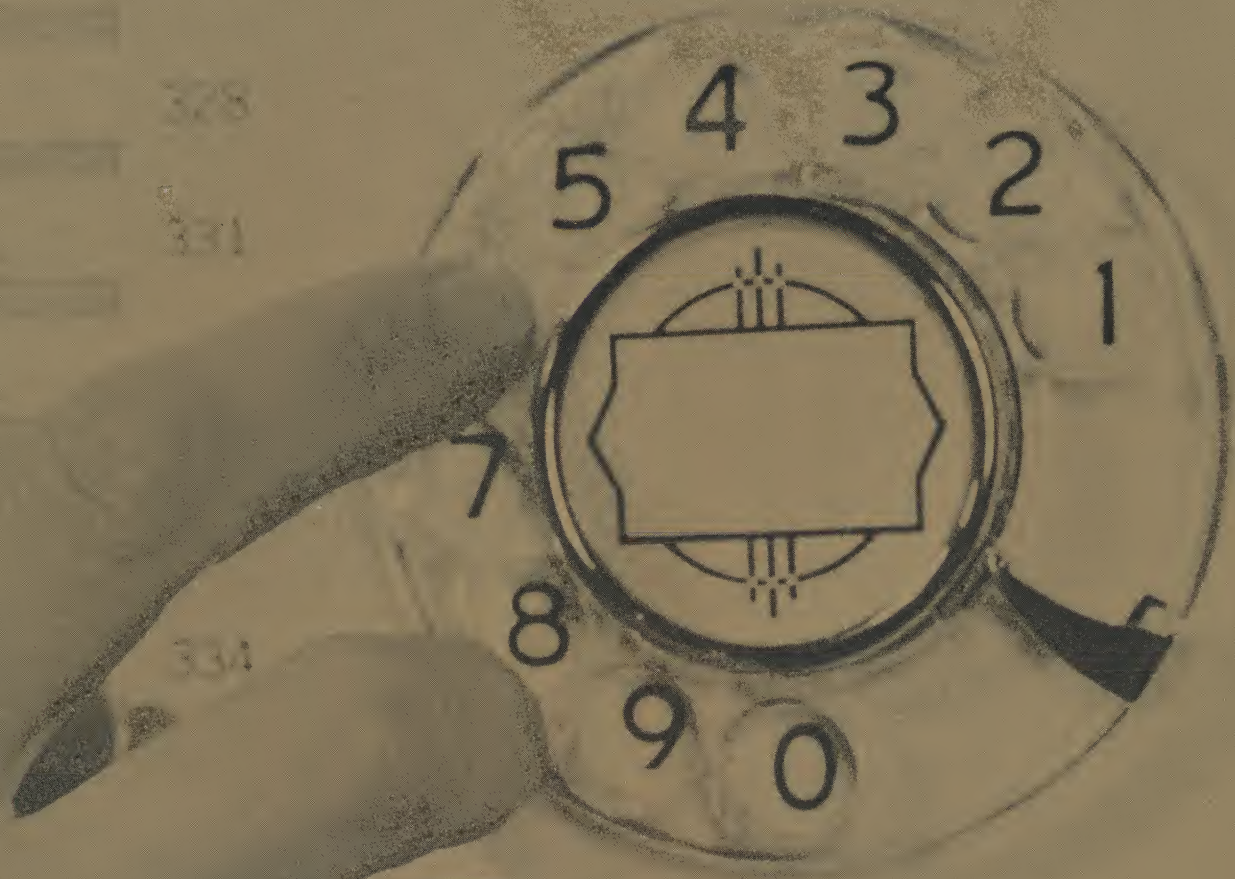


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**TEL-A-DEX®**

A NEW DIMENSION IN PUBLIC COMMUNICATIONS



## MISCELLANEOUS

DIAL

First Aid

445

Hell-Taxi

446

Ladies Lounge

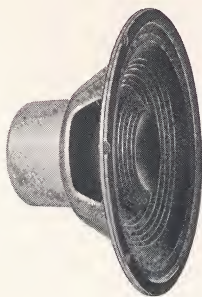
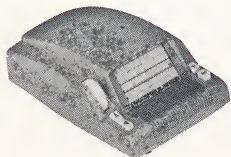
447

Lost & Found

448



## TEL - A - DEX

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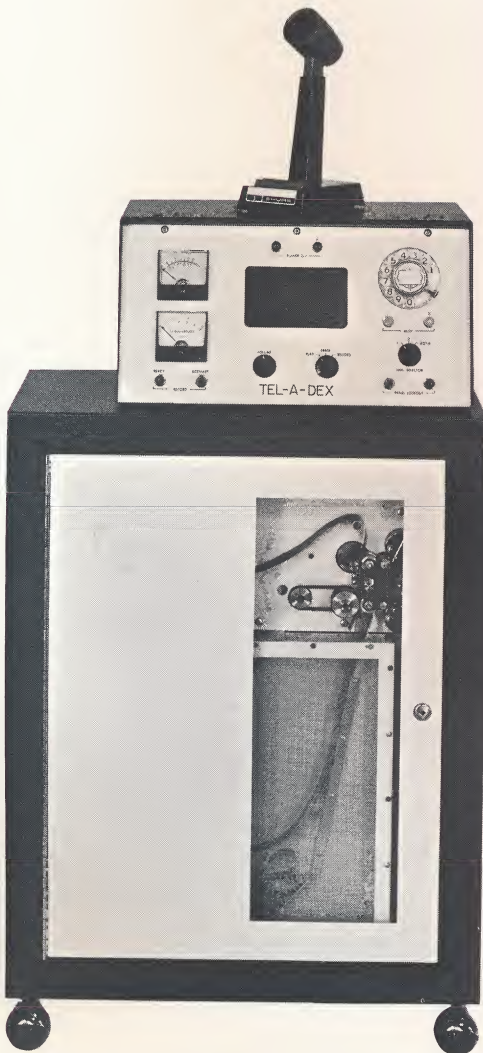
## A LOOK AT THE VERSATILE TEL-A-DEX

This brochure will give you a quick look at the versatile TEL-A-DEX. Although many units in a variety of applications are now in operation, new uses for the TEL-A-DEX system are still being developed. Therefore, this publication shows a few of the configurations and adaptations now established for TEL-A-DEX—and invites you to investigate their suitability for your own information needs.

One way to see how these various components can be combined to form flexible, multi-purpose information systems is to look at some typical applications. The following pages will present some of these equipment configurations—together with a brief explanation of some present and proposed ways of using them. These examples, of course, are not the only possibilities; your TEL-A-DEX representative will be glad to analyze your special requirements and recommend a system tailored exactly to your needs.

Everyone knows how to use it...as a public service information system TEL-A-DEX works just like a dial telephone. The user finds his question on a selection panel, dials a three-digit number and immediately gets the right answer. Storage capacity is 256 messages, sufficient for responses to all repetitive questions asked in typical public information situations. Recording the messages is just as simple as getting an answer from TEL-A-DEX. The system operator dials the number wanted from his control console, sets a switch to erase the old message, then speaks normally into a microphone to record the new message. TEL-A-DEX is then all ready for use again.

All TEL-A-DEX systems...include the basic components of control console and microphone to record messages—and a magnetic tape unit to search and play back these messages. These basic components can be combined in different ways with various devices for making inquiries. A few examples of these inquiry devices are the selection panel with mounted dial and speaker, telephone handset, and a public address control unit.







As a Public Information System

Airline, railroad and bus terminals: This TEL-A-DEX configuration provides personalized information for the public, covering arrival and departure times, weather conditions, gates in use, and other details of operation. There are many advantages for both the operator and user with this application of TEL-A-DEX: *Passengers need not wait in line at peak periods to get information | Several inquiry stations can be used, installed in locations most convenient for passengers, i.e., baggage area, departure gates, lounges and restaurant facilities | Reservation agents are no longer bothered by repetitive questions—such questions are answered automatically, accurately, and courteously | Provides unattended service 24 hours per day | Reservation agents are enabled to provide better customer service | Selection panel displays—and the problems of keeping them up to date—are eliminated | Cost of entire system averages less than one-tenth of a cent per message.*

Ports and international airline terminals: TEL-A-DEX serves the same basic purposes in terminals where travel is largely international. However, it also offers an added advantage for foreign travelers—TEL-A-DEX can speak any language. Messages can be recorded in any language required, and an answer that is frequently requested can be made available in all languages necessary to offer full service to the users of a particular installation.

TEL-A-DEX is a time proven system. Western Airlines at Los Angeles International Airport reports that their TEL-A-DEX public service information system averages more than 80,000 informative replies per month.



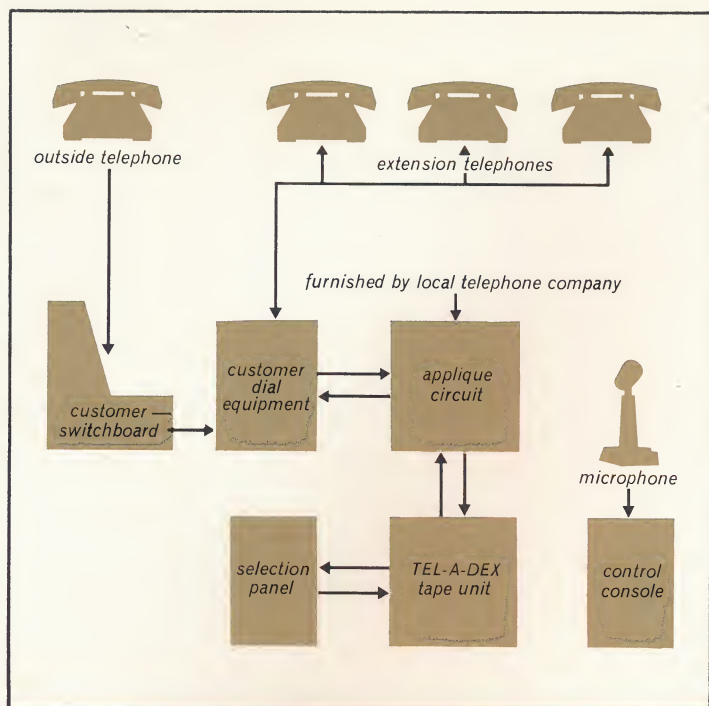
As an Electronic Directory

Supermarkets, department stores, and other retail outlets: The primary use of TEL-A-DEX in retail stores is as a source of information about product and service location. For this purpose, it provides a much more effective means of answering questions than the usual directory. It also eliminates the time-wasting practice of customers asking clerks where to find items, because TEL-A-DEX capacity is suitable for more detailed information than usually supplied by a directory.

A second use for the system in this application is that of a personalized advertising medium. Such messages as manager's specials, combination offers, and close-out sales can easily be added to the TEL-A-DEX vocabulary and just as easily be kept current. In addition to this, TEL-A-DEX may be programmed to automatically inject into the store's public address system such announcements as desired by management—and these announcements may be repeated at very precise intervals.

Libraries, museums, and other public buildings: TEL-A-DEX is especially useful and economical for these applications because the professional people on duty—such as reference librarians—are high-salaried. TEL-A-DEX offers a means of extending their knowledge...making it available to many more people at very low cost...relieving these professionals of the necessity of endlessly repeating the answers to repetitive questions. Use of the system can also make it possible for public buildings that are open late with skeleton staffs to provide much-improved service.

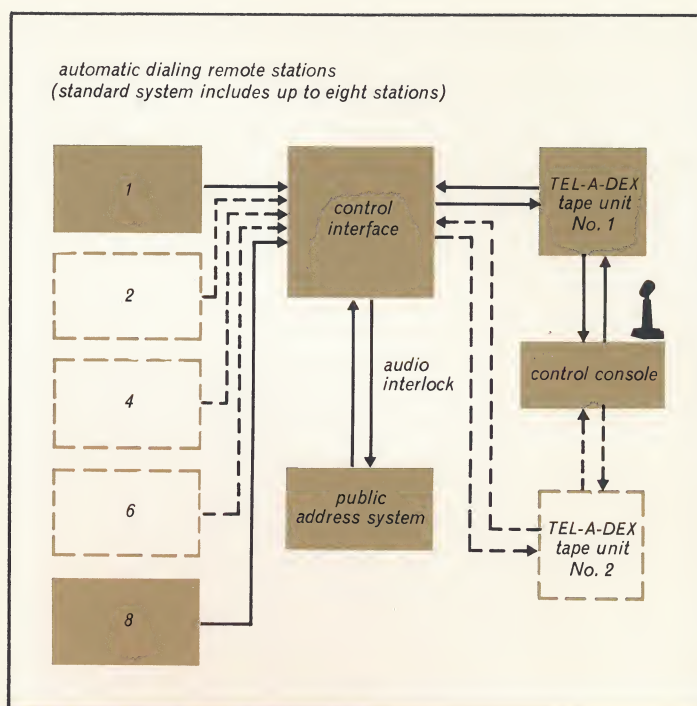




### As an In-Plant Telephone Access System

This application of TEL-A-DEX provides a means for anyone within the corporate organization to have access to stored information through the internal telephone system. Management, operations, and maintenance personnel, for example—all are provided with a central information center insuring management that correct information is being disseminated throughout the organization. In addition, arrangements can be made for incoming calls to be switched to the TEL-A-DEX system. This added advantage would permit personnel away from the plant to obtain the latest information pertinent to each individual operation.

The only components required for this application are those of the standard TEL-A-DEX system. Additional equipment for direct access from outside telephones depends on the degree of automation wanted. The system may be made available through either a PBX operator or a Centrex installation.



### As a Prerecorded Announcement System

Components needed for this type of installation are the control console, one or two tape storage units, a control interface, and the necessary number of remote inquiry stations. With this equipment, an operator can construct a wide variety of messages...be prepared for almost any occurrence with an automatic announcement.

**Airlines and other transportation terminals:** At an airline terminal, for example, one tape unit could be used to store flight numbers and destinations—a second tape would be programmed with gate numbers and arrival and departure times on a portion of the tape. This combination of two tape units permits an announcement system with a capacity for several thousand pre-recorded messages. It also enables a gate agent to announce arrival and departure information from any gate—automatically with the pressing of a button. This application is especially well adapted to situations where it is necessary to have announcements made in several languages. The tapes can be recorded in advance by a linguist...then played as required by any operator.





### As a Computer-Controlled Voice Alarm System

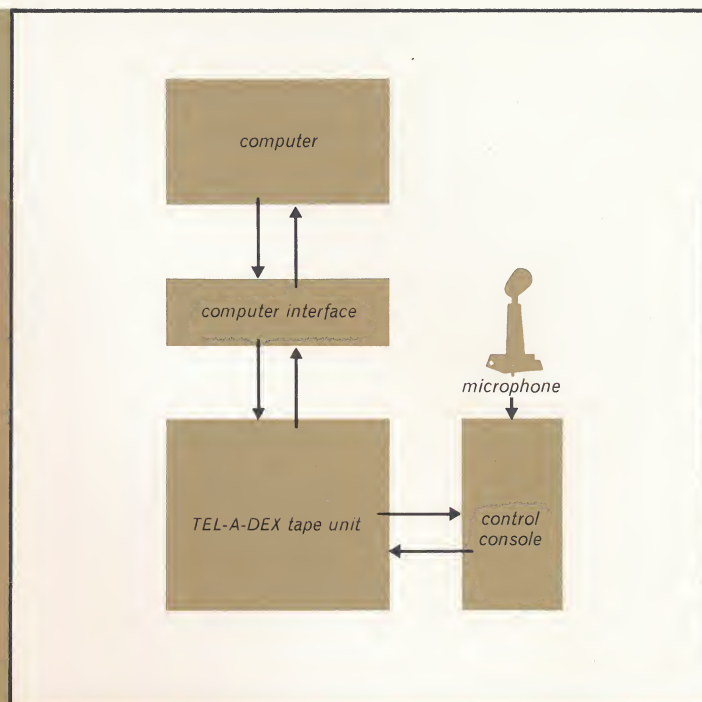
Pre-recorded messages, commanded by your computer, are searched and delivered in three seconds or less. In this unique application TEL-A-DEX provides a positive voice interpretation of off-normal conditions to operators of process control systems. The first successful mating of a human voice and an electronic process control computer was accomplished in 1963 for the Gulf States Utilities Company at the computer-controlled Riverside Peaking Station at Lake Charles, Louisiana.

**Process Control Systems:** A TEL-A-DEX system, interfaced to a computer that controls process systems, provides pre-recorded messages for all off-limit conditions that can be encountered. When one of these conditions is recognized by a computer comparison with stored parameters, up to eight relays are closed to call for one of the 255 messages stored by TEL-A-DEX. The operator then hears a description of the trouble followed by instructions for corrective action. If more than one off-limit condition occurs at a given time, the computer stores the information and activates TEL-A-DEX immediately after the first message is played. For this situation, the computer may be programmed for order of occurrence or priority.

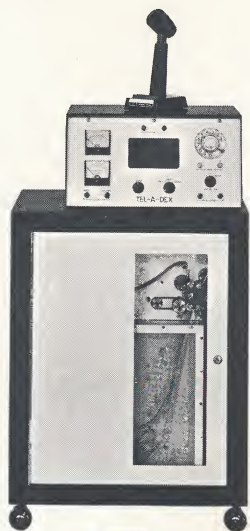
A major advantage of this use of TEL-A-DEX is reduction of the time between notification of the operator and initiation of corrective action. The corrective message will also aid in the elimination of possible operator-error in responding to alarm conditions and the need for station operators to research operating manuals in correcting off-normal conditions.

Still another major advantage is that TEL-A-DEX can be programmed as a training instrument by verbally simulating off-normal conditions.

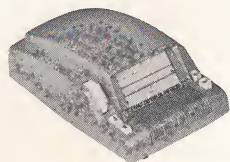
**Equipment Testing:** Combined with a computer-controlled industrial process system, TEL-A-DEX serves as a means to present test results and instructions directly for substantial time-saving in on-line production situations.







Standard TEL-A-DEX System...  
...tape unit, control console  
and hand microphone.



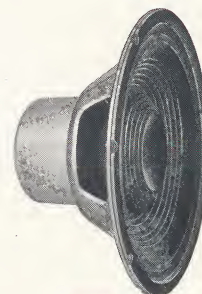
Automatic Dialing...  
...remote access station for  
inplant information systems  
and prerecorded announcement  
systems.



Telephone Handset...  
...access information stations  
for public service information  
systems and inplant telephone  
access systems.



Electronic Directories...  
...selection panel and inquiry  
station for public service  
information systems for airline  
terminals and department stores.



Standard Speaker...  
...typical announcement  
stations for all public address  
and prerecorded announcement  
systems.

## System Options

The standard TEL-A-DEX system includes the tape transport and playback unit, the control console and microphone, and a selection panel with mounted telephone dial or a selection panel and telephone handset. The following options are available with all standard systems: *Color and material of selection panel* | *Message length—from eight seconds to three minutes for 256 messages to 16 messages* | *Simultaneous erase and record* | *Parallel play (an answer to an inquiry dialed at one station can be heard at all stations)* | *Illuminated customer identification panels*

Either lease or sale arrangements can be made with service facilities throughout the United States. Nominal monthly leasing rates include routine service and normal maintenance.

You're invited...to get more details on these applications or to find out how the versatile TEL-A-DEX information system can be set up to serve your special public information needs.





Please call your local TEL-A-DEX representative or write:

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